STUDENT COMPLAINTS & APPEALS - FORMAL COMPLAINT

5 working days | 15 working days | 20 working days

Student

Start

Student to submit formal complaint (QMS306_04) via complaints@chisholm.edu.au

Student Rights Coordinator

TRA Student?

No

International Student?

Yes

See TRA Process

Yes

See International Delivery Area Internal Complaint Process

For International students the Student Rights Coordinator is to notify the International office to ensure compliance with international regulations and legislation.

Student Rights Coordinator to acknowledge Complainant in writing/email within 5 working days (QMS306_01)

Student Rights Coordinator to log complaint on the Institute Register and assess risk in accordance with QMS306_07 – Complaints Risk Assessment Matrix.

High Risk?

Yes

Notify the relevant Associate Director/ Head of/ General Manager/ Manager for action

Student Rights Coordinator to send reminder email to Associate Director/ Head of/ General Manager/ Manager after 15 days of receipt of complaint if a status update has not been received

All documents are filed in the Records Management system. Complaints Register is updated and closed.

End

Associate Director/Head of.../General Manager/Manager

Associate Director/ Head of/ General Manager/ Manager to consider holistic support mechanisms when investigating complaint (see QMS306 section 5.1.4) and seek complainant approval for communications with another delivery area

Associate Director/Head of/ General Manager/ Manager to respond to complainant in writing within 20 working days with any actions that have been or will be taken and the reasons for the decision using QMS306_02

Associate Director/ Head of/ General Manager/ Manager to provide all relevant documentation to Student Rights Coordinator for filing,

Is the complaint resolved?

Yes

No

Complainant may wish to lodge an appeal

See Appeals Process

Chief of...

Chief of... to be responsible. Associate Director/ General Manager/ Head of... to be informed.

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